Scrolling and navigation

A navigation icon appears in the phone display to indicate that you can scroll to more options or information. Use the right and left navigation arrows to go to other screens when the paging icon (left- and right-facing arrows) displays on the Title Line or to move the cursor right or left when entering text.

The softkey labels will change according to the options available for the selected line. The **OK** button is a shortcut for the default action. For example, when you select an entry in your contacts list, pressing the **OK** button places a call to that person.

Avaya Menu

You can use the Avaya Menu to adjust and customize options and settings for your telephone, access additional Web-based applications, get information about your phone and network settings, and log out. When you press the Home button, you see one of the following menus, depending on how your administrator has set up your system and on the applications available to you:

Sample Menu 1	Sample Menu 2
> **Options & Settings**	> **Your 1st Web Application**
> **Browser**	> **Phone Settings**
> **Network Information**	> **Log Out**
> **Guest Login**	> **About Avaya one-X**
> **Log Out**	> **My Pictures**
> **About Avaya one-X**	

Options & Settings or Phone Settings, if your menu is customized,lets you change your call settings, personalize button labels, adjust brightness and contrast, select your ringing pattern, and more.See Options & Settings for more information.

The Browser menu contains additional web-based applications. (If no web applications are available for your phone, the Browser menu is not shown.)

Network Information shows a summary of network-related parameters for your phone and provides diagnostic information. See Viewing Network Information for information. If your administrator has set up Web applications, this option appears under the Phone Settings menu instead.

About Avaya one-X provides the release number of your telephone software.

Guest Login lets you log in to a phone to which you are not normally assigned, to access your own contacts and features.

Log Out lets you sign off the phone, to protect your settings or to allow another user to log in. Log out does not display unless your phone (and any associated button module) is in an idle state.

My Pictures lets you use pictures from a USB device as your telephone screensaver, but is only available on those deskphones with a USB interface.

Answering and making a call

Answering a call

Answer an incoming call in one of the following ways:

- If you are not on another call, lift the handset, or press **Speaker** to answer using the speakerphone, or press **Headset** to answer using the headset.
- If you are on another call and the telephone does not automatically display the incoming call, from the Phone screen scroll to the line with the incoming call and press **Answer** or **OK**. If you are on another call and the telephone does automatically display the incoming call, you can press **Ans Hold** to automatically put the first call on Hold when you answer the new call. Alternately, you can press **Ans Drop** to automatically drop the first call when you answer the new call.

Making a call

1. Lift the handset, or press **Speaker** or **Headset** (if applicable) or a line button for an available line.
2. Dial the number you want to call.

Making a call using edit dialing

Edit dialing works just like making a call on your cell phone - just start entering the number without hearing a dial tone. Using the Bksp softkey, you can backspace to "edit" the number before actually dialing it.

Putting a call on hold

1. Press **Phone** to view the main Phone screen, if necessary.
2. If you are not active on the line you want to put on hold, select that line.
3. Press **Hold**.
4. Press **Resume** or the line button of the held call to retrieve the call.

Transferring a call

1. From the Phone screen, if the call to be transferred is not already active (highlighted), select the line on which the call to be transferred appears.
2. Press **Transfer**.
3. Dial the telephone number, or call the person from the Contacts list, or call the person from the History list.
4. If unattended transfers have been administered, you can hang up now if you do not want to announce the call. Otherwise, press **Complete** or **OK**

Conference calls

Setting up a conference call

1. From the Phone screen, select your active call.
2. Press **Conf**.
3. Dial the telephone number, or call the person from the Contacts list, or call the person from the History list.
4. When the person answers, press **Join** or **OK** to add the person to the existing call.
5. Press **Add** and repeat these steps to add another person to the conference call.
6. Press **Drop** at any time to drop the last person added to the conference call.

Adding a person on hold to a conference call

1. From the Phone screen, select your active call.
2. Press **Conf**, or **Add** if you are already in a conference.
3. Select the call on hold that you want to add to the conference.
4. Press **Resume** to take the call off hold.
5. Press **Join** to add the person to the conference call.

Dropping a person from a conference call

1. From the Phone screen, select your active call.
2. Press **Details**.
3. Select the person you want to drop.
4. Press **Drop**.

About Features

Your administrator may also place selected features on softkeys on the call appearance (Phone) screen. For more information about what features and options are available for your extension, contact your system administrator.

Accessing the Features menu

1. From the Phone screen, scroll right to access the Features menu.
2. Scroll down to see the features that have been administered for your extension.

Send All Calls

1. From the Phone screen, scroll right to access the Features menu.
2. Select SendAllCalls.
3. Press **Select** or **OK**to turn Send All Calls on or off.

Contacts

Note:
If you press the **Contacts** button and nothing happens, your system administrator has disabled the button and its functionality.

Searching for a contact

1. Press **Contacts**.
2. Using the dialpad, start typing the name for which you want to search.
3. Press **Call** to call the person or press **More** then **Edit** to edit contact information.

Calling a person from the contacts list

1. Press the **Contacts** button.
2. Select the person or primary number you want to call.
3. Locate the contact you want by starting to type the person's name as it is listed.
4. Press **Call** or **OK**.

Adding a new contact

1. Press **Contacts**.
2. Press **New** if this is your first contact list entry, or press **More** then **New** if you already have entries in your contact list.
3. Enter the name using the dialpad.
4. Select the next field.
5. Enter the telephone number and press **Primary** if applicable.
6. Select the next field.
7. Select the type of number entered (general,work, mobile, home).
8. If you have another number for this contact, scroll down and repeat Steps 5 - 7.
9. Press **Save** or **OK**.

Editing a contact

1. Press **Contacts**.
2. Search for and select the contact you want to edit.
3. Press **More** > **Edit**.
4. Choose the field you want to edit.
5. Use the dialpad and softkeys to make changes to the contact information.
6. Press **Save** or **OK**.

Call History

Calling a person from call history

1. Press the **History** button.
2. Scroll to the left or right to view a separate list of all, un-answered, answered, or outgoing calls.
3. Scroll up or down to select the person or number you want to call.
4. Select the person or number you want to call.
5. Press the **Call** softkey or the **OK** button.

Adding an entry from the call history to your contacts list

1. Press **History**.
2. Select the number you want to add to your Contacts list.
3. Press **+Contact**.
4. Edit the name and telephone number, if necessary.
5. Press **Save**.

Changing the display language

1. Press **Home**.
2. Select Options & Settings or Phone Settings.
3. Press **Select** or **OK**.
4. Select Screen & Sound Options.
5. Press **Select** or **OK**.
6. Select Language....
7. Select a display language.
8. Press **Select** or **OK**.
9. Press **Yes** to confirm the selected language.

Using USB Flash Drives with your phone

Subject to your administrator's permission, if your telephone has a USB interface and you have a USB (Universal Serial Bus) flash drive (also called a thumb drive or memory stick), you can log into your phone from anywhere in the world, add contacts to your Contacts list from an E-mail or other PC software program, and display pictures from the device on your phone as a screensaver. You can also copy your contact list from your phone to a USB flash drive, replace the contents of your phone's current contact list with those on the USB flash drive, or temporarily use the flash drive's contacts instead of your phone's contact list.

Note:
USB Login: If you have automatic USB login capability, the only Contacts you can see are those on the USB device itself. Note that when you use the USB login, the Log Out menu option is not available to you; the only way you can log your phone out is by removing the USB device.

For more information

Go to www.avaya.com/support for latest support information, including the user guide, administrator guide, installation and maintenance guide, interactive document, and software downloads.

16-603598
Issue 1
August 2010

Avaya one-X™ Deskphone H.323 9608/9611G
Quick Reference